

Z power Battery Warranty Guidelines, Terms and Usage Instructions:

The purpose of this document is to assist our clients, stockists, and customers in using Z power batteries, interpreting warranty terms, and following usage instructions.

Warranty:

The exact conditions of granting the warranty are regulated by subject to the following warranty points and rules related to the proper operation of the Product. For understanding, guiding and explaining how Z-Power Battery should be maintained throughout its lifecycle and at its end of life, this document should be read and understood carefully.

Claim Reporting Procedure and Terms:

- I. Z Power battery's label specifies the total number of months covered by its replacement period for batteries installed in cars, commercial vehicles, two-wheelers, inverters and solar systems. In all cases the warranty is applicable from the date of sale to the original purchaser. In the case of battery replacements given, the warranty commences from the date of sale of the original battery, as stated on the original Warranty Card/Sticker.
- II. The condition necessary to start the complaint procedure is to fill in the complaint form available on the warranty card
- III. Z power warranty claim forms must be filled out completely and submitted. Claims may be rejected if incomplete information is provided.
- IV. Claims are analyzed only for Products for which warranty period has not expired.
- V. The warranty applies only to batteries stored, installed, charged, discharged, operated and maintained in accordance with the provisions of the Data Sheet and Operating Rules.
- VI. Warranty shall be covered only against defects arising solely from the use of faulty materials or poor workmanship affecting its normal use, and to be in conformity with the relevant specifications. Consequential liabilities will not be entertained.
- VII. In the event of any particular battery model being phased out, the Company reserves the right to provide another model of the same capacity suited to the application, as settlement of Warranty.
- VIII. Adjudication and settlement of claim will take a couple of days as the battery has to be tested for the reported failure.
- IX. The right to determine whether a battery needs repair, rectification, free replacement rests with the Company.
- X. Claims must be accompanied by a short video of all sides of the battery, as well as photos and test results from highly calibrated relevant testing equipment's.

We will review all batteries submitted under claim, and we will share a resolution with the customer.

All Liabilities Under This Warranty Shall Cease If:

The warranty can be denied on batteries and for batteries damaged due to abuse or neglect but not limited to the following:

- Batteries that have been damaged by accidents, fires, faulty electrical systems, improper handling, servicing by unauthorized entities, electricians, willful abuse.
- Breakage or deformation of container or cover due to mechanical shock such as hammering
- Damaged due to fitment of additional accessories in vehicle other than the original fitment.
- Out of Warranty Period. Tampering or overwriting on Barcode Sticker. Batteries with unreadable serial number.
- Inverter battery has been refilled with additives, dopes or any other substance besides distilled water that may have contaminated the battery. Top ups must be made with pure distilled water.
- The battery has been operated in an application that it was not designed for and/or marketed to support.
- The failure of a battery caused by a deep discharge, overcharge, or improper topping up.
- New batteries installed in an already operating battery string with different technical parameters.
- Solar batteries are not connected through a suitable charge controller to the Solar Panel.
- Failure of a battery due to inadequate recharging and not as per the recharging parameters for (Automotive/motorcycle/inverter batteries).
- Batteries are operated in discharged condition for long periods.
- Short circuit of battery terminal by inappropriate handling.
- Damages to the physical aspect of the battery (outer case, venting cover), presence of any foreign material/particles seen by visual inspection in the battery.
- Inverter/solar inverter/charge controller 'lower cut-off' voltage is not working or has been tampered with leading to deep discharged state.
- The charging system & electrical circuit of the vehicle/genset/inverter/charge controller not conforming to the standards.
- Interference in the product, e.g. arbitrary repair, reworking.

Customers are deemed to have read, understood and agreed to these conditions at the time of purchase.

Battery Storage/ Maintenance & Usage Instruction:

Batteries require utmost care and proper maintenance. Below is the advice & guidelines for clients/distributors/users to follow to most efficiently utilize Z power batteries.

- The top of the battery must be kept clean & dry. Petroleum jelly should be applied to cable clamps & terminals. Never apply grease.
- The storage area must be properly ventilated for continuous air circulation.
- Check the stored batteries OCV regularly i.e. in every 2-3 months. If the voltage is below 12.45V then charge it so that it reaches above 12.60V.
- Please ensure that the cable clamps fit tightly and properly on the terminals.
- Get your Inverter/charging System checked regularly. A faulty electrical system will damage the battery.
- The voltage setting of the charger/Inverter should be such that the upper limit does not exceed 14.2-14.8V and the charger/ Inverter does not discharge battery below 10.5 V.
- The electrolyte level should be topped up depending on position of float indicator. Use only distilled water for topping up. Do not top up with acid/ electrolyte/mineral water or tap water.
- Avoid over filling. The excess may be forced out later along with acid and do serious damage to adjacent Components.
- Replace cables with broken or corroded strands.
- Keep battery cradles operable and hold downs tight.
- Calibrate testing equipment time to time for right accuracy of the reading/testing results.
- Maintain a reasonable distance between battery charging and battery storage area.
- Keep away from Sparks, Cigarettes and Open flames. These can cause explosions.
- Avoid metallic contact across terminals, as this can result in short circuits & sparking.
- Keep out of reach of children.
- Operating in closed environment may cause dangerous gases to accumulate.

Battery disposal and recycling:

- Lead-acid batteries are subject to disposal and recycling regulations that vary from country to country, and region to region. Batteries are considered as hazardous waste after use.
- Before disposing of any battery, check the applicable local regulations and comply with them.

It is advised and recommended that the printed version of this document be displayed at the store, office, or retail counter to spread awareness and maintain transparency.

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